

# **ONLINE TEXTBOOK ORDER AND** **INFORMATION TERMS**

At this time, we are not able to offer SGA discounts on any online orders.

Be aware that the site will be updated as we receive new orders from faculty and shipments from publishers. Please note that because text information can change at any time (faculty changes, publisher upgrades, cancelled & added classes, etc.) we are not responsible for information used from this site for the purchase of texts from other locations. Students purchasing materials on this site are protected under our Returns Policies.

Used Versus New: When selecting the type of book that you will want to please note that if you select USED when you buy your text, and if there are no used texts available when we pull your order, we will substitute a NEW book at the NEW price. This is also the same if you select NEW and there are none available, we will substitute a USED book at the USED price. This means that your final charges may be different than what was originally quoted.

Orders are processed and shipped in the order in which they are received. Please allow for up to a 36 hour processing time. Orders requesting an in-store pick-up are usually processed and ready for pick-up the following business day. We will do our best to process your order within 1 business day, but please note that during rush (the first week of the semester) additional time may be needed.

Fed-Ex shipments: It is not necessary for local area residents to select next day or 2<sup>nd</sup> day shipping; most orders will reach you in 2 days with ground shipping.

If we are out of stock on an item you order, we will contact you in regards to your order.

You will receive a confirmation email once your order has been processed and ready for shipment or pick-up. Your email will state your order has shipped even if in-store pick-up was selected. You must present your MSJC Student ID or photo ID for pick-ups. If you need someone other than yourself to pick up your order, they will need to present a hand written note along with your actual ID or a photocopy. Please bring your confirmation email with you when you pick up your order. Please do not attempt to pick up your order prior to receiving your confirmation email, as we will not be able to guarantee your order will be ready.

Online Order Cancellations: Once an online order is processed for shipping you cannot cancel the order. You will be permitted to return the books under our RETURNS POLICY, however all online orders carry a 20% restocking fee.

Mt. San Jacinto College Bookstore emails may get blocked as spam. To ensure you receive your order emails, please open your filter for the Address [webhelpeagleshop@msjc.edu](mailto:webhelpeagleshop@msjc.edu).

Mt. San Jacinto College Bookstore understands you have many book buying choices and thanks you for your business. Our staff is here to make shopping with us an easy experience. Please feel free to email us at [webhelpeagleshop@msjc.edu](mailto:webhelpeagleshop@msjc.edu) with any questions or comments.

## IN-STORE REFUND POLICY

Mt. San Jacinto College Bookstore San Jacinto/Meniffee Campuses

1. Refunds for books purchased for the regular session, FasTrac or 8 week classes are available through **FIVE (5) BUSINESS DAYS FROM THE CLASS'S START DATE**. An additional (5) days is available with proof of disenrollment. Registration information and drop slip may be required. Books purchased more than (10) days after class start are not returnable for any reason.
2. **SAVE YOUR RECEIPT!** It is required for all refunds and exchanges.
3. **NO RECEIPT: NO REFUND, NO EXCHANGE!**
4. **DO NOT MARK, DAMAGE, OR WRITE IN YOUR BOOKS!** Books must be returned in original condition.
5. Shrink-wrapped textbooks/syllabi which have been opened are **NON RETURNABLE**.
6. You are responsible for the condition of books you buy. Check them carefully before purchasing. **USED BOOKS ARE NOT GUARANTEED**. New books with manufacturer's defects will be replaced when presented with original receipt.
7. The bookstore reserves the right to make the decision on the condition of items returned.
8. Through the **REFUND DEADLINE**, books purchased as NEW that are damaged or soiled may be refunded at the USED price, since they cannot be returned to the publisher as a new book. After that date, only the current wholesaler price, if any, will be offered for books.
9. Internet/mail order textbooks purchases are subject to the same stipulations as in store sales and must be brought to the store by the refund deadline for refund. Books that were purchased by mail may be shipped back at the owner's expense if post-marked by the **REFUND DEADLINE**. New books with manufacturer's defects or damaged in shipping will be exchanged at the bookstores expense.
10. General merchandise purchased through the internet/mail or store purchases are not returnable unless defective or damaged in shipping. **BUY BACK**
11. Returns/ Exchanges of online orders are subject to a 20% restocking fee.
12. **BUY BACK** occurs during finals week. Check the Bookstore for dates and times. A used book company will purchase books needed by the Bookstore at approximately 50%. The company will also buy various titles at wholesale prices. Your receipts are not needed. **THE BOOKSTORE CANNOT GUARANTEE THE BUY BACK OF ANY BOOK.**